
**CHILD WELFARE SERVICES PROGRAM
INTAKE**

TABLE OF CONTENTS

CHAPTER 31-100 INTAKE

	Section
General	31-101
Emergency Response Protocol	31-105
In-Person Investigations	31-110
In-Person Immediate Investigation	31-115
In-Person Investigation Within 10 Calendar Days	31-120
Investigation Requirements	31-125
Law Enforcement Assistance	31-130
Authority for Removal of Child	31-135

CHAPTER 31-100 INTAKE

31-101 GENERAL 31-101

- .1 The county shall respond to all referrals for service which allege that a child is endangered by abuse, neglect, or exploitation.
 - .11 The county shall respond to referrals from county AFDC eligibility staff pursuant to Section 89-201.24 in accordance with the provisions of Section 31-530.
- .2 The social worker responding to a referral shall be skilled in emergency response.
- .3 The social worker shall respond to a referral by one of the following methods:
 - .31 Completing an Emergency Response Protocol, as described in Section 31-105.
 - .32 Conducting an in-person immediate investigation, as described in Section 31-115.
 - .33 Conducting an in-person investigation initiated within 10 calendar days from the date the referral was received, as described in Section 31-120.
- .4 The social worker shall conduct an in-person investigation of all referrals received from a law enforcement agency which allege abuse, neglect, or exploitation.
 - .41 No response is required to a cross-report from a law enforcement agency if the law enforcement agency has investigated and determined that there is no indication of abuse or neglect by a member of the child's household.
- .5 Within 30 calendar days of the initial removal of the child or the in-person investigation, or by the date of the dispositional hearing, whichever comes first, the social worker shall:
 - .51 Determine whether child welfare services are necessary and:
 - .511 If child welfare services are necessary, complete a case plan and begin implementation of the case plan in accordance with the time frames and schedules specified in Chapter 31-200.
 - .512 If child welfare services are unnecessary, close the referral/case, as appropriate.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 11254, 16208, 16501(f), 16501.1, 16504, and 16504(d), Welfare and Institutions Code.

31-105	EMERGENCY RESPONSE PROTOCOL	31-105
---------------	------------------------------------	---------------

- .1 The social worker shall immediately initiate and complete the Emergency Response Protocol process when it is necessary to determine whether an in-person investigation is required. The social worker shall record all available and appropriate information on the Emergency Response Protocol form, SOC 423 (10/92), or an approved substitute. The social worker is not required to initiate the Emergency Response Protocol when the social worker has already determined an in-person investigation is required (i.e., law enforcement referrals, obvious immediate danger referrals).

- .11 In order to be approved as a substitute for the Emergency Response Protocol form, the substitute shall at a minimum contain all of the following elements:
 - .111 The following identifying information:
 - (a) Information regarding the child alleged to be abused, neglected, or exploited, which shall include:
 - (1) Information specified in Section 31-105.111(f),
 - (2) Case name, and
 - (3) Case number.
 - (b) Information regarding the referral, which shall include:
 - (1) Time and date referral received, and
 - (2) Location of alleged incident.
 - (c) Information regarding the reporter, which shall include:
 - (1) Name,
 - (2) Relationship to child,
 - (3) Agency affiliation, if a mandated reporter,
 - (4) Address, and
 - (5) Phone number (home/work).

31-105	EMERGENCY RESPONSE PROTOCOL	31-105
	(Continued)	

- (d) Information regarding each adult in the household, which shall include:
 - (1) Name,
 - (2) Relationship to child,
 - (3) Birthdate,
 - (4) Ethnicity,
 - (5) Primary language, if non-English speaking,
 - (6) Current location, and
 - (7) Phone number(s).
- (e) Information regarding the alleged perpetrator, which shall include:
 - (1) Elements specified in Sections 31-105.111(d)(1) through (7), and
 - (2) Access to the child.
- (f) Information regarding each minor child in the family, which shall include:
 - (1) Name,
 - (2) Birthdate,
 - (3) Sex,
 - (4) Ethnicity,
 - (5) Primary language, if non-English speaking,
 - (6) Current location,
 - (7) Name and address of school/daycare, if applicable, and

31-105	EMERGENCY RESPONSE PROTOCOL	31-105
---------------	------------------------------------	---------------

(Continued)

- (8) Name, current location and phone number of each absent parent.
- .112 A description of the alleged incident, including consideration of the following risk factors:
 - (a) Precipitating incident including the following:
 - (1) Severity and frequency;
 - (2) Location and description of injury on child's body; and
 - (3) History of child abuse, neglect, or exploitation.
 - (b) Child characteristics including the following:
 - (1) Age, vulnerability, special circumstances; and
 - (2) Behavior, interaction with caretakers, siblings, and peers.
 - (c) Caretaker characteristics including the following:
 - (1) Ability to care for child;
 - (2) Interaction with children, other caretakers;
 - (3) Parenting skill/knowledge; and
 - (4) Substance abuse, criminal behavior, and mental health.
 - (d) Family factors including the following:
 - (1) Relationships, support systems;
 - (2) History of abuse, neglect, or exploitation;
 - (3) Presence of parent substitute;

31-105	EMERGENCY RESPONSE PROTOCOL	31-105
	(Continued)	

- (4) Environmental conditions; and
 - (5) Family strengths.
- .113 Information regarding a records review.
- .114 Information regarding the collateral contacts, including the following:
 - (a) Date of contact,
 - (b) Name and phone number of each person contacted,
 - (c) Agency affiliation or person's relationship to the child, and
 - (d) Summary of information obtained.
- .115 Decision criteria. The decision whether or not an in-person investigation is necessary shall include, but not be limited to, consideration of the following factors:
 - (a) The ability to locate the child alleged to be abused and/or the family.
 - (b) The existence of an open case and the problem described in the allegation is being adequately addressed.
 - (c) The allegation meets one or more of the definitions of child abuse, exploitation or neglect contained in Sections 31-002(c)(7), 31-002(e)(9), or 31-002(n)(1).
 - (d) The alleged perpetrator is a caretaker of the child or the caretaker was negligent in allowing, or unable or unwilling to prevent, the alleged perpetrator access to the child.
 - (e) The allegation includes specific acts and/or behavioral indicators which are suggestive of abuse, neglect, or exploitation.

31-105	EMERGENCY RESPONSE PROTOCOL	31-105
	(Continued)	

- (f) There is additional information from collateral contacts or records review which invalidates the reported allegation.
 - (g) There are previously investigated unsubstantiated or unfounded reports from the same reporter with no new allegations or risk factors.
- .116 The decision whether an in-person investigation is required, including the following outcome options.
 - (a) Evaluate out, with no referral to another community agency;
 - (b) Evaluate out, with a referral to an appropriate community agency; or
 - (c) Accept for in-person investigation.
- .117 When the decision is to evaluate out, either with or without a referral to another community agency, the following information:
 - (a) Rationale for the decision; and
 - (b) Supervisor approval.
- .2 The social worker shall complete the Emergency Response Protocol process by determining if an in-person investigation is required.
- .21 The Emergency Response Protocol form, or approved substitute, is complete when the social worker has recorded enough information as specified in Section 31-105.1 to document the decision as to whether or not to make an in-person investigation and shall include:
 - .211 The specific decision outcome,
 - .212 The rationale for evaluating out the referral, and
 - .213 The supervisor approval.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 16208 and 16504, Welfare and Institutions Code.

31-110	IN-PERSON INVESTIGATIONS	31-110
---------------	---------------------------------	---------------

- .1 If the social worker determines from the emergency response protocol that an in-person investigation is not necessary, the social worker shall document the determination.
- .2 If the social worker determines that an in-person investigation is not necessary, but that the services of another community agency are appropriate, the social worker shall refer the reporter to that agency.
 - .21 When a referral alleges non-familial child abuse, the social worker shall report the referral to the appropriate law enforcement agency as specified in Section 31-501.1.
- .3 If the social worker determines that an in-person investigation is necessary, the social worker shall make the in-person investigation immediately or within 10 calendar days, as appropriate.
- .4 The social worker shall conduct an in-person investigation for all law enforcement referrals either immediately or within 10 calendar days after receipt of a referral, as appropriate.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 16208, 16501(f), and 16504, Welfare and Institutions Code.

31-115	IN-PERSON IMMEDIATE INVESTIGATION	31-115
---------------	--	---------------

- .1 The social worker shall conduct an in-person immediate investigation when:
 - .11 The emergency response protocol indicates the existence of a situation in which imminent danger to a child, such as physical pain, injury, disability, severe emotional harm or death, is likely.
 - .12 The law enforcement agency making the referral states that the child is at immediate risk of abuse, neglect or exploitation.
 - .13 The social worker determines that the child referred by a law enforcement agency is at immediate risk of abuse, neglect, or exploitation.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 16208, 16501(f), and 16504, Welfare and Institutions Code.

31-120	IN-PERSON INVESTIGATION WITHIN 10 CALENDAR DAYS	31-120
---------------	--	---------------

- .1 The social worker shall conduct an in-person investigation of the allegation of abuse, neglect, or exploitation within 10 calendar days after receipt of a referral when:
 - .11 The emergency response protocol indicates that an in-person investigation is appropriate and the social worker has determined that an in-person immediate investigation is not appropriate.
 - .12 The law enforcement agency making the referral does not state that the child is at immediate risk of abuse, neglect, or exploitation and the social worker determines that an in-person immediate investigation is not appropriate.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 16208, 16501(f), and 16504, Welfare and Institutions Code.

31-125	INVESTIGATION REQUIREMENTS	31-125
---------------	-----------------------------------	---------------

- .1 The social worker initially investigating a referral shall determine the potential for or the existence of any conditions(s) which places the child, or any other child in the family or household, at risk and in need of services and which would cause the child to be a person described by Welfare and Institutions Code Sections 300(a) through (j).
 - .11 The social worker shall not determine the child to be at risk and in need of services, or to be a person described by Welfare and Institutions Code Section 300(a) through (j) based solely on the existence of any of the following conditions described in Welfare and Institutions Code Sections 300(a) through (c):
 - .111 "...reasonable and age-appropriate spanking to the buttocks where there is no evidence of serious physical injury,"
 - .112 "...lack of an emergency shelter for the family," or
 - .113 "...the willful failure of the parent or guardian to provide adequate mental health treatment...based on a sincerely held religious belief."

31-125	INVESTIGATION REQUIREMENTS	31-125
	(Continued)	

- .12 The social worker shall not determine the child to be in need of child welfare services based solely on the existence of the conditions specified in Welfare and Institutions Code Sections 16509, 16509.1 and 16509.2.

HANDBOOK BEGINS HERE

- .121 Welfare and Institutions Code Section 16509 states:

Cultural and religious child-rearing practices and beliefs which differ from general community standards shall not in themselves create a need for child welfare services unless the practices present a specific danger to the physical or emotional safety of the child.

- .122 Welfare and Institutions Code Section 16509.1 states:

No child who in good faith is under treatment solely by spiritual means through prayer in accordance with the tenets and practices of a recognized church or religious denomination by a duly accredited practitioner thereof shall, for that reason alone, be considered to have been neglected within the purview of this chapter.

- .123 Welfare and Institutions Code Section 16509.2 states:

The physical or mental incapacity, or both, in itself, of a parent or a child, shall not result in a presumption of need for child welfare services.

HANDBOOK ENDS HERE

- .2 The social worker investigating the referral shall have in-person contact with all of the children alleged to be abused, neglected or exploited, and at least one adult who has information regarding the allegations.
- .21 If as a result of the investigation the social worker determines that the referral is unfounded pursuant to Penal Code Section 11165.12, the social worker shall document the determination in the case record.

31-125	INVESTIGATION REQUIREMENTS (Continued)	31-125
--------	---	--------

- .22 If as a result of the investigation the social worker does not find the referral to be unfounded, the social worker shall:
 - .221 Conduct an in-person investigation with:
 - (a) All children present at the time of the initial in-person investigation.
 - (b) All parents who have access to the child(ren) alleged to be at risk of abuse, neglect or exploitation.
 - (1) A noncustodial parent shall be considered to have access if he/she has regular or frequent in-person contact with the child(ren).
 - .222 Make necessary collateral contacts with persons having knowledge of the condition of the children.
- .23 If as a result of the investigation the social worker has determined the referral is not unfounded, and has completed the requirements in Section 31-125.22 and documented the results in the case record, the decision whether to conduct an in-person investigation with any additional children who were not present at the initial in-person investigation shall be at the discretion of the county.
- .3 If as a result of the investigation it is determined that neither child welfare services nor a referral to any other community agency is necessary, the social worker shall document this determination.
- .4 If as a result of the investigation it is determined that child welfare services are unnecessary, but that the services of another community agency are appropriate, the social worker shall refer the child and/or family to such agency and shall document the determination and referral(s).
- .5 If as a result of the investigation the social worker determines services are necessary, the social worker shall:
 - .51 Perform the requirements specified in Chapter 31-200.
 - .511 If a dependency petition is to be filed and it is determined that the child is or may be an Indian child, the social worker shall follow the procedures in Section 31-515.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 300, 16504, 16509, and 16509.1, Welfare and Institutions Code; Section 11165.12, Penal Code; and 25 USCA Section 1901 et seq.

31-130	LAW ENFORCEMENT ASSISTANCE	31-130
---------------	-----------------------------------	---------------

- .1 The social worker shall request law enforcement assistance under either of the following circumstances:
 - .11 The physical safety of family members or county staff is endangered.
 - .12 A child must be placed in temporary custody and the social worker is not deputized as a peace officer or authorized by Welfare and Institutions Code Section 306(b) to take temporary custody.
 - .121 The social worker may take a child into temporary custody without the assistance of law enforcement whenever authorized to do so under Welfare and Institutions Code Section 306.
- .2 Law enforcement assistance shall be used as an aid to emergency response services and not as a substitute for any of the following:
 - .21 Completion of the emergency response protocol as specified in Section 31-105.
 - .22 Performance of the in-person investigation specified in Section 31-110.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 306, 10553, and 10554, Welfare and Institutions Code.

31-135	AUTHORITY FOR REMOVAL OF CHILD	31-135
---------------	---------------------------------------	---------------

- .1 When the social worker determines that the child cannot be safely maintained in his/her own home, the social worker shall ensure that authority to remove the child exists prior to removal.
 - .11 If removal is voluntary, such authority shall be a written consent of the parent/guardian.
 - .12 If removal is involuntary, such authority shall be temporary custody as specified in Welfare and Institutions Code Sections 305 and 306, or a court order.
 - .121 If a determination has been made in accordance with Welfare and Institutions Code Section 308 that the minor or his/her foster family would be endangered or his/her custody would be disturbed by the disclosure to the parent(s)/guardian(s) of the minor's exact whereabouts, the social worker shall notify immediately the parent(s)/guardian(s) either in person or by telephone of his/her right to apply for judicial review of that determination within 24 hours.

31-135	AUTHORITY FOR REMOVAL OF CHILD	31-135
---------------	---------------------------------------	---------------

(Continued)

- (a) If the social worker fails to notify the parent(s)/guardian(s) as specified in Section 31-135.121, the social worker shall document in the case record the reason(s) for failure to do so.
- .2 The social worker shall document in the case record any preplacement preventive efforts made or services provided.
- .21 If first contact with the family occurs during an emergency situation in which the child cannot safely remain in the home, even with reasonable services being provided, the social worker shall document those circumstances in the case record.
- .22 If the child has been removed due to the absence of the parent(s), for one of the reasons stated in Welfare and Institutions Code Section 361(b)(5), the social worker shall document those circumstances in the case record.
- .3 If the child is in out-of-home placement following a voluntary removal, and the social worker determines that continued out-of-home placement is necessary for the child's protection, the county shall implement a voluntary placement agreement as specified in Section 31-430.31.
- .4 If the child is in temporary custody following an involuntary removal, and the social worker determines that continued detention is necessary for the child's protection, the social worker shall take the following action:
 - .41 File a petition for detention of and jurisdiction over the child within 48 hours of the child's removal from his/her home, excluding nonjudicial days.

HANDBOOK BEGINS HERE

- .411 Juvenile court procedures regarding detention of minors and filing petitions are described in Welfare and Institutions Code Sections 311(a), 319, and 332.

HANDBOOK ENDS HERE

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 305, 306, and 308 (as amended by Assembly Bill 4122, Chapter 320, Statutes of 1990), Welfare and Institutions Code.

**CHILD WELFARE SERVICES PROGRAM
ASSESSMENT AND CASE PLAN**

TABLE OF CONTENTS

CHAPTER 31-200 ASSESSMENT AND CASE PLAN

	Section
Assessment and Case Planning Process	31-201
Assessment Documentation	31-205
Case Plan Documentation	31-206
Case Plan Time Frames and Administrative Requirements for Children for whom a Dependency Petition Has Been Filed	31-210
Case Plan Time Frames and Administrative Requirements for Children and Families Who Will Voluntarily Receive Services	31-215
Case Plan Updates	31-220
Case Plan Update Documentation	31-225
Case Plan Update Time Frames and Administrative Requirements for Court-Ordered Cases	31-230
Case Plan Update Time Frames and Administrative Requirements for Voluntary Cases	31-235

CHAPTER 31-200 ASSESSMENT AND CASE PLAN

31-201 ASSESSMENT AND CASE PLANNING PROCESS 31-201

- .1 When it has been determined that child welfare services are to be provided the social worker shall:
- .11 Complete an assessment.
- .111 An assessment is completed for each child for whom child welfare services are to be provided, and includes gathering and evaluating information relevant to the case situation and appraising case services needs.
- .12 Determine the case plan goal.
- .121 When determining the case plan goal, the social worker shall consider the following order of priority for services:
- (a) Family maintenance services - In order to maintain the child in his/her own home, when the protective needs of the child can be met.
- (b) Family reunification services - If the family potentially can be successfully reunified within the time limits specified in Welfare and Institutions Code Sections 16507 and 16507.3
- (c) Permanent placement services - Only when there are no feasible means of maintaining or reuniting the child with his/her parent(s)/guardian(s).
- (1) When the child has been detained and one or more of the following circumstances exist, the social worker may recommend permanent placement services.
- (A) The whereabouts of the parent(s)/guardian(s) is unknown.
- (B) The parent(s)/guardian(s) is suffering from a mental disability that renders him/her incapable of utilizing family reunification services.

31-201	ASSESSMENT AND CASE PLANNING PROCESS	31-201
---------------	---	---------------

(Continued)

- (C) The child had been previously adjudicated a dependent as a result of physical or sexual abuse; had been removed from the custody of the parent(s)/guardian(s); had been returned to the custody of the parent(s)/guardian(s); and has again been removed due to additional physical or sexual abuse.
 - (D) The parent(s)/guardian(s) of the child has been convicted of causing the death of another child through abuse or neglect.
 - (E) The child is under the age of five and has come under court jurisdiction due to severe physical abuse as specified in Welfare and Institutions Code Section 300(e).
 - (F) The child has come under court jurisdiction due to severe sexual abuse (Welfare and Institutions Code Section 361.5(b)(6)) or severe physical abuse (Welfare and Institutions Code Section 361.5(b)(6)).
 - (G) The parent(s)/guardian(s) is incarcerated or institutionalized and the social worker has determined, based on the criteria specified in Welfare and Institutions Code Section 361.5(e)(1) that permanent placement services are appropriate.
- (2) When recommending a permanent placement plan, the social worker shall adhere to the following order of priority for permanent placement:
- (A) Adoption - Prior to the hearing conducted pursuant to Welfare and Institutions Code Sections 366.25 or 366.26, the case review conducted jointly by foster care and adoption staff to determine potential for adoption shall have been completed.

31-201	ASSESSMENT AND CASE PLANNING PROCESS	31-201
---------------	---	---------------

(Continued)

1. When a case is referred for adoption planning, it shall remain under county supervision for purposes of providing child welfare services until dismissal of the dependency and issuance of a final decree of adoption.
 - (B) Guardianship - If adoption is not possible, the case shall be reviewed for guardianship.
 - (C) Long term foster care - If adoption or guardianship is not possible, a recommendation for long-term foster care placement shall be made.
- .13 Develop the case plan which shall identify the following factors and document the plan as specified in Section 31-205:
- .131 Objectives to be achieved.
 - .132 Specific services to be provided.
 - .133 Case management activities to be performed.
 - (a) Parent(s)/guardian(s) shall be requested to participate in the development of the case plan.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 361.5, 366.23, 16501, 16501.1(f), 16506, 16507, and 16508, Welfare and Institutions Code.

31-205	ASSESSMENT DOCUMENTATION	31-205
---------------	---------------------------------	---------------

- .1 The social worker shall document the following assessment information:
 - .11 The relevant social, cultural, and physical factors relating to the following:
 - .111 The child.

31-205	ASSESSMENT DOCUMENTATION	31-205
---------------	---------------------------------	---------------

(Continued)

- .112 The child's parent(s)/guardian(s) or person(s) serving in that role.
- .113 Other significant persons, including children and siblings, who are known to reside in the home.
- .12 The apparent problems, and possible causes of those problems, which require intervention.
- .13 The family strengths which could aid in problem resolution.
- .14 Whether the child may safely remain at home if preplacement preventive services are provided, and, if so, the specific services to be provided.
- .15 If the child is a parent, any special needs of the child with regard to his/her role as a parent.
- .16 If the child has been removed based on one of the findings pursuant to Welfare and Institutions Code Section 361.5(b), the circumstances relating to the finding and whether failure to order family reunification services would likely be detrimental to the child.
- .17 Any known social services previously offered and/or delivered to the child or family and the result of those services.
- .18 The need, if known, for any health/medical care.
- .2 The county shall be permitted to combine the assessment with the case plan as one document provided that:
 - .21 The assessment and the case plan are each readily identifiable as such; and
 - .22 The combined document contains all of the necessary components of both the assessment and the case plan.

NOTE: Authority cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 361, 361.5, 16501, 16501(e), and 16507, Welfare and Institutions Code and 42 USC Sections 675(1) and 677.

31-206	CASE PLAN DOCUMENTATION	31-206
---------------	--------------------------------	---------------

- .1 The social worker shall document in the case plan the case plan goal which the social worker has determined as specified in Section 31-201.12 to be appropriate for each child.
- .2 The social worker shall document in the case plan the following information regarding case plan objectives for each person named in the case plan:
 - .21 Measurable, time-limited objectives based on the problems and family strengths identified in the assessment.
 - .211 The social worker shall include specific descriptions of the responsibilities of the parent(s)/guardian(s) in meeting the case plan objectives.
 - .22 The specific services to be provided and the case management activities to be performed in order to meet the case plan objectives and goal.
 - .221 The social worker shall include specific descriptions of the responsibilities of the social worker, other county staff, other individuals, and community agencies in the provision of services and the performance of case management activities.
 - .23 The projected date for completion of case plan objectives and the date child welfare services are to be terminated.
 - .24 The schedule of planned social worker contacts and visits with the child and the family in accordance with Sections 31-320 and 31-325.
 - .241 The social worker shall document in the case record the justification for any exceptions to the contact or visit requirements specified in Sections 31-320 and 31-325.
 - .242 The social worker shall document in the case plan the justification for exceptions to visit or contact requirements that are approved by the court or county deputy director pursuant to Sections 31-320.6 and 31-325.4.
- .3 For children receiving out-of-home care, the social worker shall also document in the case plan, the following:
 - .31 An assessment of the child's placement needs and a determination and description of the type of home or institution which will best meet those needs.

31-206	CASE PLAN DOCUMENTATION (Continued)	31-206
---------------	---	---------------

- .311 For children placed out-of-county, the rationale for out-of-county placement, and a description of the specific responsibilities of the sending and receiving counties, in accordance with the provisions of Section 31-505.
- .312 For children placed out-of-state, the rationale for out-of-state placement, and a description of the specific responsibilities of the sending and receiving agencies, in accordance with the provisions of Section 31-510.
- .32 The schedule of planned parent(s)/guardian(s) contacts and visits with the child, in accordance with Section 31-340.
- .33 The schedule of planned visitation of the child by his/her grandparents as specified in Welfare and Institutions Code Section 16507(a).
- .34 The schedule of planned social worker contacts and visits with the child's out-of-home care provider, in accordance with Section 31-330.
- .35 The health and education information about the child.
 - .351 This information shall include the following, as available.
 - (a) The names and addresses of the child's health and educational providers.
 - (b) The child's grade level performance.
 - (c) The child's school record.
 - (d) Assurances that the child's placement in foster care takes into account proximity to the school in which the child is enrolled at the time of placement.
 - (e) A record of the child's immunizations.
 - (f) The child's known medical problems.
 - (g) The child's medications.
 - .352 If any of the required health and education information is not contained in the case plan, the case plan shall document where the information is located.

31-206	CASE PLAN DOCUMENTATION (Continued)	31-206
---------------	---	---------------

- .36 A plan which will ensure that the child will receive medical and dental care which places attention on preventive health service through the Child Health and Disability Prevention (CHDP) program, or equivalent preventive health services in accordance with the CHDP program's schedule for periodic health assessment.
 - .361 Each child in placement shall receive a medical and dental examination, preferably prior to, but not later than, 30 calendar days after placement.
 - .362 Arrangements shall be made for necessary treatment.
- .37 For each child in placement age 16 or older, the case plan shall incorporate the transitional independent living plan information as specified in Section 31-525.1.
- .38 For each child for whom a dependency petition has been filed, the recommendation that the right of the parent(s)/guardian(s) to make education decisions be limited by the court pursuant to Welfare and Institutions Code Section 361(a), if applicable.
- .4 The case plan shall be considered complete only if all of the elements specified in Section 31-206 have been documented and the social worker's supervisor has signed and dated the case plan.
 - .41 The social worker may complete a single case plan for the family, provided that the planned services are individually identified for each person named in the case plan.
 - .42 If any of the elements specified in Section 31-206 are not immediately available, the social worker shall document in the case plan the following information:
 - .421 The social worker's attempts to obtain the information.
 - .422 The social worker's plan for obtaining the information including the time frame in which the information is expected to be obtained.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 361, 361.5, 16501, 16501.1(e), and 16507, Welfare and Institutions Code and 42 USC Sections 675(1) and 677.

31-210	CASE PLAN TIME FRAMES AND ADMINISTRATIVE REQUIREMENTS FOR CHILDREN FOR WHOM A DEPENDENCY PETITION HAS BEEN FILED	31-210
---------------	---	---------------

- .1 Within 30 calendar days of the in-person investigation (i.e., first face-to-face contact) or initial removal, or by the date of the dispositional hearing, whichever comes first, the social worker shall:
 - .11 Complete and sign the case plan as specified in Section 31-206.
 - .12 Explain the purpose and the content of the case plan to the parent(s)/guardian(s) named in the case plan.
 - .13 Request the parent(s)/guardian(s) to sign the case plan as an indication of case plan approval and willingness to participate in service activities.
 - .131 If unable to obtain the signature of the parent(s)/guardian(s) as specified in Section 31-210.13, the county shall nevertheless provide services, but shall document in the case plan the reason(s) for the failure to obtain the signature of the parent(s)/guardian(s).
 - .14 Provide a copy of the completed case plan to the parent(s)/guardian(s).
 - .15 Obtain the signed and dated written approval of the social worker's supervisor on the case plan or the court report.
 - .151 The social worker's supervisor must sign the case plan or the court report in which the case plan is included prior to submission to the court or within 30 days of the initial removal or initial response, whichever occurs first.
 - (a) In so signing, the signature of the social worker's supervisor shall be deemed to have certified that the case plan was reviewed by the supervisor and the case plan goal and the planned services for meeting that goal are appropriate.
 - .16 Begin implementation of the case plan in accordance with the time frames and schedules specified in the case plan.

31-210	CASE PLAN TIME FRAMES AND ADMINISTRATIVE REQUIREMENTS FOR CHILDREN FOR WHOM A DEPENDENCY PETITION HAS BEEN FILED (Continued)	31-210
---------------	---	---------------

- .2 The case plan shall be included in the court report and submitted to the court at least 48 hours prior to the dispositional hearing specified in Welfare and Institutions Code Section 358.
- .21 If the dispositional hearing specified in Welfare and Institutions Code Section 358 is not convened within six months of the date the case plan was completed, the case plan update must be included in the court report and submitted to the court at least 48 hours prior to the dispositional hearing.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 358(b), 361, 16501(a), and 16501.1(d) and (e), Welfare and Institutions Code.

31-215	CASE PLAN TIME FRAMES AND ADMINISTRATIVE REQUIREMENTS FOR CHILDREN AND FAMILIES WHO WILL VOLUNTARILY RECEIVE SERVICES	31-215
---------------	--	---------------

- .1 Within 30 calendar days of the in-person investigation (i.e., first face-to-face contact), the social worker shall:
 - .11 Complete and sign the case plan as specified in Section 31-205.
 - .12 Explain the purpose and content of the case plan to the parent(s)/guardian(s) named in the case plan.
 - .13 Request the parent(s)/guardian(s) named in the case plan to sign the case plan.
 - .131 If the parent(s)/guardian(s) refuses to sign the case plan for voluntary services, voluntary services shall not be provided.
 - .14 For children who will voluntarily receive out-of-home care, request the parent(s)/guardian(s) named in the case plan to sign the placement agreement parent/agency.
 - .141 If the parent(s)/guardian(s) named in the case plan refuses to sign the placement agreement parent/agency, voluntary out-of-home services shall not be provided.

31-215	CASE PLAN TIME FRAMES AND ADMINISTRATIVE REQUIREMENTS FOR CHILDREN AND FAMILIES WHO WILL VOLUNTARILY RECEIVE SERVICES (Continued)	31-215
---------------	--	---------------

- .15 Obtain the signed and dated written approval of the social worker's supervisor on the case plan.
 - .151 In so signing, the signature of the social worker's supervisor shall be deemed to have certified that the case plan was reviewed by the supervisor and the case plan goal and the planned services for meeting that goal are appropriate.
- .16 Provide a copy of the completed case plan to the parent(s)/guardian(s).

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 16501.1(f)(7) and 16507, Welfare and Institutions Code.

31-220	CASE PLAN UPDATES	31-220
---------------	--------------------------	---------------

- .1 The case plan shall be updated as service needs of the child and family dictate and to assure achievement of service objectives.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Section 16501.1(d), Welfare and Institutions Code.

31-225	CASE PLAN UPDATE DOCUMENTATION	31-225
---------------	---------------------------------------	---------------

- .1 Each case plan update shall document the following information:
 - .11 Any changes in the information contained in the case plan.
 - .12 Specific information about the current condition of the child and family.
 - .13 If the parent(s)/guardian(s) is part of the case plan, a description of the degree of compliance by the parent(s)/guardian(s) with the written case plan, including the following:
 - .131 Progress in working toward achievement of each case plan objective.

31-225	CASE PLAN UPDATE DOCUMENTATION	31-225
---------------	---------------------------------------	---------------

(Continued)

- .132 Cooperation in keeping appointments.
- .133 For children in out-of-home placement, visiting patterns of the parent(s)/guardian(s) with the child, including, but not limited to, the following:
 - (a) Frequency of visits.
 - (b) Initiation by parent(s)/guardian(s).
 - (c) Cooperation in keeping appointments.
 - (d) Interaction with child and/or foster parent(s).
- .14 The case plan adequacy and continued appropriateness.
 - .141 The need, if any, for an alternative case plan.
- .15 The joint assessment conducted pursuant to Welfare and Institutions Code Sections 361.5(g), 366.21(i), or 366.22(b), when that assessment has been ordered by the court.
- .2 The case plan update shall be considered complete only if all of the elements specified in Section 31-225 have been documented and the social worker's supervisor has signed and dated the case plan update.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Section 16501.1(d), Welfare and Institutions Code and 42 USC Section 675(1).

31-230	CASE PLAN UPDATE TIME FRAMES AND ADMINISTRATIVE REQUIREMENTS FOR COURT-ORDERED CASES	31-230
---------------	---	---------------

- .1 The social worker shall:
 - .11 Complete a case plan update as often as the service needs of the child and family dictate and as is necessary in order to assure achievement of service objectives. At a minimum, the social worker shall complete a case plan update in conjunction with each status review hearing, but no less often than once every six months.

31-230	CASE PLAN UPDATE TIME FRAMES AND ADMINISTRATIVE REQUIREMENTS FOR COURT-ORDERED CASES (Continued)	31-230
---------------	---	---------------

HANDBOOK BEGINS HERE

- .111 Status review hearings are conducted pursuant to Sections 366.21, 366.22, 366.25, or 366.26 of the Welfare and Institutions Code.

The dispositional hearing held pursuant to Welfare and Institutions Code Section 358 may be considered the initial status review hearing if it is held within the first six months of a child's original placement date as defined in Welfare and Institutions Code Section 11400(p) and makes all of the findings required by Welfare and Institutions Code Section 366(a).

- .112 Welfare and Institutions Code Section 11400(p) specifies as follows:

"Original placement date" means the most recent date on which the court detained a child and ordered an agency to be responsible for supervising the child or the date on which an agency assumed responsibility for a child due to termination of parental rights, relinquishment, or voluntary placement.

- .113 Welfare and Institutions Code Section 366(a) specifies as follows:

The status of every dependent child in foster care shall be reviewed periodically as determined by the court but no less frequently than once every six months, as calculated from the date of the original dispositional hearing, until the hearing described in Section 366.25 or 366.26 is completed. The court shall determine the continuing necessity for and appropriateness of the placement, the extent of compliance with the case plan, and the extent of progress which has been made toward alleviating or mitigating the causes necessitating placement in foster care, and shall project a likely date by which the child may be returned to the home or placed for adoption or legal guardianship.

HANDBOOK ENDS HERE

31-230	CASE PLAN UPDATE TIME FRAMES AND ADMINISTRATIVE REQUIREMENTS FOR COURT-ORDERED CASES (Continued)	31-230
---------------	---	---------------

- .12 Obtain the signed and dated written approval of the social worker's supervisor on either the case plan update or the court report prior to submission of the case plan update and the court report to the court.
- .13 Provide a copy of the completed case plan update to the parent(s)/guardian(s) and discuss the case progress, problems, and case plan status.
- .14 Submit the case plan update and the court report to the court at least 10 calendar days prior to the scheduled hearing.
 - .141 Updates to the case plan made during the period between review hearings which do not change the case plan goal may be approved by the social worker's supervisor and need not be approved by the court. The social worker's supervisor shall document approval of the updated case plan by signing and dating the case plan update.
- .15 Request the parent(s)/guardian(s) named in the case plan to sign the case plan update as an indication of plan approval and willingness to participate in service activities.
 - .151 If unable to obtain the signature of the parent(s)/guardian(s) as specified in Section 31-230.15, the county shall nevertheless provide services. However, the social worker shall document in the case plan the reason(s) for the failure to obtain the signature of the parent(s)/guardian(s).

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 366(a), and 16501.1(d) and (f), Welfare and Institutions Code.

31-235	CASE PLAN UPDATE TIME FRAMES AND ADMINISTRATIVE REQUIREMENTS FOR VOLUNTARY CASES	31-235
---------------	---	---------------

- .1 The social worker shall:
- .11 Complete a case plan update as often as the service needs of the child and family dictate and as is necessary in order to assure achievement of service objectives, but no less frequently than once each six months.
 - .12 Provide a copy of the completed case plan update to the parent(s)/guardian(s) and discuss the case progress, problems, and case plan status.
 - .13 Request the parent(s)/guardian(s) named in the case plan update to sign the case plan update as an indication of plan approval and willingness to participate in service activities.
 - .131 If the parent(s)/guardian(s) named in the case plan update refuses to sign the case plan update for voluntary services, voluntary services shall not be provided.
 - .14 Obtain signed and dated written approval of the social worker's supervisor on the case plan update.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 16501.1(f)(7) and 16507, Welfare and Institutions Code.

**CHILD WELFARE SERVICES PROGRAM
SERVICE DELIVERY**

TABLE OF CONTENTS

CHAPTER 31-300 SERVICE DELIVERY

	Section
General Requirements for Service Delivery	31-301
Use of Volunteers	31-305
Social Worker Responsibilities for Service Delivery	31-310
Service-Funded Activities	31-315
Social Worker Contacts with the Child	31-320
Social Worker Contacts with the Parent/Guardian	31-325
Social Worker Contacts with the Out-of-Home Care Provider	31-330
Social Worker Contacts with Other Service Providers	31-335
Parent/Guardian Contacts with the Child	31-340
Grandparent Contacts with the Child	31-345

CHAPTER 31-300 SERVICE DELIVERY

31-301 GENERAL REQUIREMENTS FOR SERVICE DELIVERY 31-301

- .1 The individual child's case plan shall be the guiding principle in the provision of child welfare services.
 - .11 The social worker shall ensure that the provision of all services is consistent with the case plan goals specified in the child's case plan.
- .2 The county shall meet the requirements specified in Welfare and Institutions Code Section 16501(c) when purchasing services.
 - .21 Counties shall not contract for case management services and any activities which are mandated by the Division 31 regulations to be performed by the social worker.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Section 16501.1, Welfare and Institutions Code.

31-305 USE OF VOLUNTEERS 31-305

- .1 The county may use volunteers to supplement professional child welfare services.
 - .11 The county shall ensure that volunteers comply with all statutes and regulations governing the child welfare services program.
 - .12 The county shall not delegate to volunteers any responsibilities and activities that are mandated by statute or regulation to be performed by social workers.
 - .13 The county shall not use volunteers to supplant social workers.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Section 16501(e), Welfare and Institutions Code.

31-310	SOCIAL WORKER RESPONSIBILITIES FOR SERVICE DELIVERY	31-310
---------------	--	---------------

- .1 In providing or arranging for the provision of services identified in the case plan, the social worker shall:
- .11 Assist each child to understand through the provision of age-appropriate counseling the reason(s) for providing service to handle associated emotional problems.
 - .12 Monitor the child's physical and emotional condition.
 - .13 When a child's family is being provided services in order to maintain the child in the home, take action as necessary to ensure that the child's protective needs continue to be met.
 - .14 Assist the parent(s)/guardian(s) to understand agency procedures, the orders of the courts, if any, or arrangements between the county and other agencies.
 - .15 Provide to the parent(s)/guardian(s) of a child voluntarily receiving services both verbal and written information regarding the possibility that legal action may be taken which could result in removal of the child from the home if parenting problems are not solved and the child remains at risk of abuse, neglect, or exploitation.
 - .16 Provide respite and out-of-home care providers information of any known or suspected dangerous behavior of the child.
 - .161 The social worker shall document in the case record any information provided to the respite and out-of-home care provider regarding the child's known or suspected dangerous behavior, including the following:
 - (a) Date information was provided.
 - (b) Name of person receiving information.
 - (c) Specific facts provided.
 - (d) Affirmation that the person informed was advised that the facts were confidential and that unauthorized disclosure could result in a fine up to \$1,000.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 361.2, 10850, and 16501.1, Welfare and Institutions Code and Section 19, Penal Code.

31-315	SERVICE-FUNDED ACTIVITIES	31-315
---------------	----------------------------------	---------------

- .1 Service-funded activities shall be available to children and their families in all phases of the Child Welfare Services program as specifically identified in the child's case plan.
- .2 Service-funded activities shall be provided as necessary to ensure the protection of the child.
- .3 State funding of service-funded activities shall be limited to the amount allocated to each county by the Department from funds appropriated to the Department in the annual Budget Act for the purpose of funding child welfare services.
 - .31 If service-funded activities are available through other public and private sources, the county shall exhaust those sources prior to authorizing the expenditure of state funds appropriated for the purpose of funding child welfare services.
- .4 The range of service-funded activities shall include, but not be limited to, the following:
 - (a) Case management.
 - (b) Counseling.
 - (c) Emergency shelter care, as specified in Section 31-415.
 - (d) Emergency/Temporary in-home caretakers.
 - (e) Therapeutic day services.
 - (f) Teaching and demonstrating homemakers.
 - (g) Parenting training.
 - (h) Substance abuse testing.
 - (i) Transportation.
 - (j) Respite care.

31-315	SERVICE-FUNDED ACTIVITIES	31-315
---------------	----------------------------------	---------------

(Continued)

- (1) Respite care services shall be provided only when there is a clear understanding of the time at which the parent(s)/foster parent(s) is expected to return to the home or be prepared to accept the child back into the home or to undertake alternative courses of action to arrange for the child's future care.
- (2) Respite care services shall not exceed 72 hours per session.
- (3) Respite care services shall not be provided for the purpose of routine ongoing child day care.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 16501(a)(1) and (2) and 16501(b), Welfare and Institutions Code.

31-320	SOCIAL WORKER CONTACTS WITH THE CHILD	31-320
---------------	--	---------------

- .1 The social worker shall arrange for visitation, as determined in the child's case plan, for each child.

HANDBOOK BEGINS HERE

- .11 The purpose of social worker contact with the child is to achieve the following objectives:
- .111 Verify the location of the child, monitor the safety of the child, assess the child's well-being, and assist the child in preserving and maintaining religious and ethnic identity.
 - .112 Gather information to assess the effectiveness of services provided to meet the child's needs, to monitor the child's progress, and to meet identified goals.
 - .113 Establish and maintain a helping relationship between social worker and child to provide continuity and stability point for the child.
 - .114 Solicit the child's input on his/her future. Inform the child as to current and future placement plans and progress, and discuss these plans and progress with the child.

HANDBOOK ENDS HERE

31-320	SOCIAL WORKER CONTACTS WITH THE CHILD	31-320
	(Continued)	

- .2 The social worker shall visit the child at least three times in the first 30 calendar days, including the initial in-person response.
- .21 If the case plan is completed in the first 21 calendar days after the initial removal of the child or in-person response, the social worker shall be permitted to have less frequent visits, up to a minimum of twice in the first 21 calendar days.
- .3 The social worker shall visit each child with an approved case plan who remains in the home at least once each calendar month.
- .31 The social worker shall be permitted to have less frequent visits, up to a minimum of once every two months, only if all the following criteria are met and written supervisory approval has been obtained:
- .311 The child has no severe physical or emotional problems caused or aggravated by remaining in his/her own home.
- .312 The child is visited at least once a week by a family preservation social worker or public health nurse when such persons are providing services pursuant to the case plan; and there is a verbal or written agreement with any such services provider, documented in the case record, that he/she will provide contact reports to the social worker.
- (a) The social worker shall ensure that verbal or written reports are received and documented in the case record.
- .4 The social worker shall do the following for each child with an approved case plan who is placed in out-of-home care:
- .41 Visit the child at least once each calendar month.
- .411 The social worker shall be permitted to have less frequent visits, up to a minimum of once every three calendar months, only if all of the following criteria are met and written supervisory approval has been obtained:
- (a) The child has no severe physical or emotional problems caused or aggravated by the placement.
- (b) The placement is stable.

31-320	SOCIAL WORKER CONTACTS WITH THE CHILD	31-320
---------------	--	---------------

(Continued)

- (c) Subsequent to development of the case plan, and prior to any exception, the child has been visited in three of the most recent four consecutive months.
 - (d) The case record documents the existence of at least one of the following circumstances:
 - (1) The child is placed with a relative.
 - (2) The child is placed with a foster parent who has provided continuous care for the child for a minimum of 12 months.
 - (3) The child is placed voluntarily and the parent(s)/guardian(s) identified in the case plan is making visits at least monthly.
 - (4) The child is under two years of age and less frequent social worker-child visits would facilitate reunification by permitting more frequent social worker-parent/guardian visits.
 - (5) The child is visited once each calendar month by one or more of the following persons when such persons are providing services pursuant to the case plan; and there is a verbal or written agreement with any such services provider, documented in the case record, that he/she will provide contact reports to the social worker:
 - (A) Other social services staff of the county.
 - (B) Staff of another services agency.
 - (C) A physician or other health professional.
 - (e) The social worker shall ensure that verbal or written reports are received and documented in the case record.
- .412 The social worker shall be permitted to have less frequent visits, up to a minimum of once every six consecutive calendar months, if the child is receiving permanent placement services and one of the following criteria is met and written supervisory approval has been obtained:

31-320	SOCIAL WORKER CONTACTS WITH THE CHILD	31-320
	(Continued)	

- (a) The dependent child has been placed with a legal guardian, or in a group home or foster family home and all of the following conditions have been met:
 - (1) The child has been in the placement for at least six consecutive months.
 - (2) The child has no serious emotional problems caused or aggravated by the placement situation, and the social worker has determined that the placement has stabilized.
 - (3) The out-of-home care provider is cooperative in carrying out the case plan.
 - (4) The child is attending school, day treatment, or a licensed day care facility regularly or is being assisted to achieve self-maintenance as specified in a written transitional independent living plan.
 - (b) The child has been placed with a relative and the conditions specified in Sections 31-320.412(a)(1) through (3) have been met.
 - (c) The child is visited monthly by one or more of the following service providers providing services pursuant to the case plan and there is a verbal or written agreement, documented in the case record, that such service providers will provide contact reports to the social worker:
 - (1) Other social services staff of the county.
 - (2) Staff of another services agency.
 - (3) A physician or other health professional.
 - (d) The social worker shall ensure that verbal or written reports are received and documented in the case record.
- .413 The social worker shall be permitted to have less frequent visits, up to a minimum of once every six consecutive calendar months if the child is receiving permanent placement services, is in placement with a legal guardian, and dependency has been dismissed or the child has never been a dependent.

31-320	SOCIAL WORKER CONTACTS WITH THE CHILD	31-320
---------------	--	---------------

(Continued)

- .414 If the visitation requirement exception in Section 31-320.412 is in effect and the child is placed in a group home, the social worker shall telephone the child at least once each calendar month in those months the child is not required to be visited unless there is documentation in the case plan that it is not in the child's best interests.
- .5 The minimum visitation requirements for all services are not applicable under the following circumstances:
- .51 The child has an approved case plan, and
- .52 The child is a dependent of the court, and
- .53 The child's whereabouts are unknown and the court has been informed. The social worker must confirm and document in the child's case record that the child's whereabouts are unknown once every 30 days from the date of the initial discovery, or
- .54 The child is residing out of state under the provisions of the Interstate Compact on the Placement of Children, is receiving services from the receiving state, and the receiving state is providing written or verbal reports to the social worker that are documented in the case record.
- .6 Additional exceptions to the visitation requirement up to a minimum of once every six calendar months shall be permitted only in the following circumstances:
- .61 For court supervised cases, court approval of a specific visitation plan.
- .62 For voluntary cases, county deputy director approval of a specific visitation plan.
- .7 Repealed by Manual Letter No. CWS-94-01, effective 4/8/94.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: 42 USC Sections 675 and 677 and Sections 10553, 11008.15, 11155.5, 16501(a), 16501.1(b), (d), and (f)(4), and 16504, Welfare and Institutions Code.

31-325	SOCIAL WORKER CONTACTS WITH THE PARENT/GUARDIAN	31-325
---------------	--	---------------

- .1 The social worker shall arrange for contact, as determined in the case plan, for each parent/guardian.

HANDBOOK BEGINS HERE

- .11 The purpose of social worker contact with the parent(s)/guardian(s) named in the case plan is to achieve the following objectives:
- .111 Verify the location of the parent(s)/guardian(s), assess the functioning of the parent(s)/guardian(s) as it pertains to meeting the child's basic and special care needs, and the safe maintenance of the child in the home.
 - .112 Gather information to assess the effectiveness of services provided to meet the needs of the parent(s)/guardian(s), to monitor the progress of the parent(s)/guardian(s), and to meet identified goals.
 - .113 Establish and maintain a helping relationship between the social worker and the parent(s)/guardian(s).
 - .114 Counsel the parent(s)/guardian(s) as to current placement and progress.

HANDBOOK ENDS HERE

- .2 The social worker shall visit each parent(s)/guardian(s) named in the case plan receiving in-home services a minimum of once each calendar month.
- .21 The social worker shall be permitted to have less frequent visits, up to a minimum of once every two calendar months, only if all of the following criteria are met and written supervisory approval has been obtained:
- .211 The parent(s)/guardian(s) has no severe physical or emotional problems that affect his/her ability to parent the child.
 - .212 The parent(s)/guardian(s) is visited at least once a week by a family preservation social worker or public health nurse when such persons are providing services pursuant to the case plan, and there is a verbal or written agreement with any such services provider, documented in the case record, that he/she will provide contact reports to the social worker.

31-325	SOCIAL WORKER CONTACTS WITH THE PARENT/GUARDIAN (Continued)	31-325
---------------	---	---------------

- .213 The social worker shall ensure that verbal or written reports are received and documented in the case record.
- .3 The social worker shall visit each parent/guardian named in the case plan whose child(ren) is placed in out-of-home care at least once each calendar month, unless the case plan contains documentation justifying less frequent visits and written supervisory approval has been obtained.
- .31 If the parent(s)/guardian(s) is not available for monthly visits, the social worker shall maintain monthly written or telephone contact with him/her regarding the child's status and the parent(s)/guardian(s) actions that should be occurring in order to facilitate reunification.
- .32 If all the following criteria are met, the social worker shall be permitted to maintain monthly written or telephone contact, rather than visits, with the parent(s)/guardian(s):
- .321 The parent(s)/guardian(s) is visited once each calendar month by one or more of the following service providers when such persons are providing services pursuant to the case plan; and there is a verbal or written agreement with any such service provider, documented in the case record, that he/she will provide contact reports to the social worker.
- (a) Other social services staff of the county.
- (b) Staff of another services agency.
- (c) A physician or other health professional.
- .322 The social worker shall ensure that verbal or written reports are received and documented in the case record.
- .33 If the whereabouts of the parent(s)/guardian(s) are unknown and a due diligence affidavit has been filed with the court pursuant to Welfare and Institutions Code Section 366.23(b)(7), monthly contact is not required.
- .4 Additional exceptions to the visitation requirement up to a minimum of once every six months shall be permitted only in the following circumstances:

31-325	SOCIAL WORKER CONTACTS WITH THE PARENT/GUARDIAN	31-325
	(Continued)	

- .41 For court supervised cases, court approval of a specific visitation plan.
- .42 For voluntary cases, county deputy director approval of a specific visitation plan.
- .5 Repealed by Manual Letter No. CWS-94-01, effective 4/8/94.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 366.23(b)(7) and 16501.1(f)(4), Welfare and Institutions Code.

31-330	SOCIAL WORKER CONTACTS WITH THE OUT-OF-HOME CARE PROVIDER	31-330
---------------	--	---------------

- .1 The social worker shall arrange for contact, as determined in the child's case plan, for each out-of-home care provider.

HANDBOOK BEGINS HERE

- .11 The purpose of social worker/out-of-home care provider contact is to achieve the following objectives:
 - .111 Monitor and assess the quality of care provided including the location and safety of the child and the ability of the out of home care provider to meet the child's basic and special needs, if any (e.g. health and educational needs).
 - .112 Gather information to assess the effectiveness of services provided to meet identified goals. Verify and synthesize data and information for court report. Maintain a case plan that is responsive to current and future needs.
 - .113 Establish and maintain mutually cooperative relationship between the social worker and the out-of-home care provider.
 - .114 Counsel the out-of-home care provider as to progress.

HANDBOOK ENDS HERE

31-330	SOCIAL WORKER CONTACTS WITH THE OUT-OF-HOME CARE PROVIDER (Continued)	31-330
---------------	--	---------------

.2 The social worker shall do the following for the out-of-home care provider(s):

.21 Have contact at least once each calendar month.

.211 Social workers shall not be required to contact the out-of-home care provider if the child has been receiving permanent placement services and one of the following criteria is met:

(a) The child has been placed with a legal guardian.

(b) The child has been placed with the same relative for five years or longer and there are no problems with the child's placement.

.22 Visit no less frequently than once every six calendar months.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 16501.1(f)(4), (5), and (6), Welfare and Institutions Code.

31-335 SOCIAL WORKER CONTACTS WITH OTHER SERVICE PROVIDERS 31-335

- .1 The social worker shall have contact with other professionals working with the child, parents/guardians, and out-of-home care provider including, but not limited to, the following:
 - .11 Public Health Nurse
 - .12 Professional group home staff
 - .13 Physician
 - .14 Therapist
 - .15 Infant specialist
 - .16 Social workers from other counties or states providing services.

HANDBOOK BEGINS HERE

- .2 The purpose of social worker contact with other professionals is to achieve the following objectives:
 - .21 Confer and collaborate toward the most effective, efficient identification and meeting of the child's or the parent's needs.
 - .22 Monitor safety of the child (e.g., daycare center, public health nurse, etc.) and obtain their perception of the child's well-being.
 - .23 Determine whether parent is following through with commitments.
 - .24 Document reasonable efforts.

HANDBOOK ENDS HERE

- .3 The social worker shall request written reports from the professionals specified in Section 31-335.1, when their services are being provided to a child, parent/guardian, or out-of-home care provider as part of a case plan.

31-335	SOCIAL WORKER CONTACTS WITH OTHER SERVICE PROVIDERS	31-335
--------	--	--------

(Continued)

- .31 The social worker shall ensure that such reports are received and documented in the case record.
- .311 If the social worker is unable to obtain a written report, a verbal report shall be obtained and documented in the case record.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 16501.1(f)(4), (5), and (6), Welfare and Institutions Code.

31-340	PARENT/GUARDIAN CONTACTS WITH THE CHILD	31-340
--------	--	--------

- .1 The social worker shall not arrange unsupervised visits, unless the court orders unsupervised visits, if the child has been removed pursuant to a finding of "severe physical abuse" as provided for in Welfare and Institutions Code Section 300(e).
- .2 The social worker shall arrange for visits between child and the parent(s)/guardian(s) named in the case plan no less frequently than once each calendar month for children receiving family reunification services.
- .21 Exceptions to the visitation requirement up to a minimum of once every six months shall be permitted only in the following circumstances:
- .211 For court supervised cases, court approval of a specific visitation plan.
- .212 For voluntary cases, county deputy director approval of a specific visitation plan.
- .22 If the whereabouts of the child or parent are unknown and the social worker has followed the procedures specified in Section 31-320.53 or Section 31-325.33, the social worker shall not be required to arrange monthly visits between the child and the parent/guardian.
- .3 Renumbered to Section 31-340.21 by Manual Letter No. CWS-94-01, effective 4/8/94.
- .4 Repealed by Manual Letter No. CWS-94-01, effective 4/8/94.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Sections 16501.1(f)(5) and (6), Welfare and Institutions Code.

31-345	GRANDPARENT CONTACTS WITH THE CHILD	31-345
---------------	--	---------------

- .1 The social worker shall arrange for visits between the child and grandparents, as determined in the child's case plan, for children receiving court-ordered family reunification services.

NOTE: Authority Cited: Sections 10553 and 10554, Welfare and Institutions Code. Reference: Section 16507(a), Welfare and Institutions Code.